

Interactive Exercise

Course 73: Analyzing Salary Surveys

We begin by opening ERI's **Salary Assessor**. The *Job Report* tab with the *Salaries by Experience/Size* module displays. This screen shows base salary, incentive, and total cash compensation data for more than 18,000 positions. Pay ranges are shown based on job title, industry, area, and company revenue. Adjustments can be made for education, skills, certifications, and shift work.

Under *Job Title* at the top left of the screen, press the **Browse** button.

Salary Assessor | **Job Report** | Benchmark List | Geographic List | Advanced Reports | Compensation Management | Survey Management | Total Compensation | Benefits

Organization Name (Optional)
Your Organization Name

Job Title
CEO

Browse

Area
United States Average

Browse **Averages**

Industry
All Industries - Diversified

eSIC Code: 0000
NAICS: 000000
usSEC: 0000
Browse

CEO
ERI: 89101 | eDOT: 189117026 | SOC: 111011

Salaries By Experience/Size | Salaries By Level

Compensation Type: Base Salaries | Pay Period: Annual | \$ Revenue | Percentiles

Revenue	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
1,000,000,000	321,590	478,471	663,251	887,491	1,091,437
500,000,000	287,126	427,195	592,206	792,381	974,471
100,000,000	229,025	340,751	472,436	632,041	777,284
50,000,000	208,715	310,533	430,568	575,991	708,354
10,000,000	153,443	228,297	316,628	423,456	520,767

The *Browse Jobs* box displays. You may scroll through the list of job titles, or in the *Search* field you may begin typing “Call Center Supervisor.” When it is highlighted in the list, press the **OK** button.

Browse Jobs

Search

Call Center Sup

View Extended Job List

Search by

Job Title

Filter table by

All Jobs

AI Job Search

Advanced Search

Hybrid Jobs

Suggest a Title

Select Job

Job Title	eDOT Code	SOC Code	ERI Code	Salary By Level	Similar Jobs
Call Center Supervisor	299137012	411012	5817	Yes	Similar Jobs
Call Center Top Executive	189117219	112022	5853	No	Similar Jobs
Call Center Traffic & Scheduling Analyst	215167364	152031	5915	Yes	Similar Jobs
Call Center/Customer Service Trainer	166227012	251194	5928	Yes	Similar Jobs
CAM Machinist	609360010	519161	220189	Yes	Similar Jobs
Camera Assistant	143062004	274031	3691	Yes	Similar Jobs
Camera Control Operator	194282010	274012	43745	Yes	Similar Jobs
Camera Operator	143062022	274031	1948	Yes	Similar Jobs
Camera Operator Head	143062010	274031	1940	Yes	Similar Jobs
Camera Repairer	714281014	499061	1949	Yes	Similar Jobs

1 of 18627 jobs have been selected.

Job Description

Supervises and coordinates activities of a team of Call Center Representatives who provide telephone customer support services and give product or service information by answering questions and offering assistance.

Oversees on-floor activities, being available to affect the call center's operations; handles calls that representatives aren't able to; replies to comments and answers questions when a representative needs assistance.

Studies queue and tracks inbound and/or outbound calls; keeps representatives aware of inbound calls, calls waiting, abandonment rate, etc.

Cancel

OK

Next, go to *Area* search below *Job Title*. Select the **Browse** button.

Salary Assessor

Job Report

Benchmark List

Geographic List

Advanced Reports

Compensation Management

Survey Management

Total Compensation

Benefits

Organization Name (Optional)

Your Organization Name

Job Title

Call Center Supervisor

Browse

Area

United States Average

Browse

Averages

Industry

All Industries - Diversified

eSIC Code:

0000

NAICS:

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usSEC:

0000

Browse

Call Center Supervisor

All Incumbent Average: \$79,333 | ERI: 5817 | eDOT: 299137012 | SOC: 411012

Salaries By Experience/Size

Salaries By Level

Compensation Type

Base Salaries

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
14	79,505	85,572	93,609	101,388	109,274
11	74,573	80,263	87,816	95,097	102,494
7	67,349	72,488	79,333	85,886	92,566
4	60,885	65,531	71,741	77,643	83,682
1	53,710	57,808	63,314	68,493	73,820

The *Browse Areas* box displays. You may scroll through the list of areas, or begin typing “Anaheim, California.” When Anaheim, California is highlighted in the list, press the **OK**

button to select this area and return to the *Salaries By Experience/Size* module.

Browse Areas

ERI Areas

Radius Search

User-Defined Averages

Browse By Region

Internal Areas

Area Name

Anah

Postal Code ?

Type Postal Code

Filters

All Areas

Suggest an Area

Only show areas in my subscription

Select Area

Area Name	Data Availability
Anaheim, California	Primary Geographic Database
Anaheim-Anaheim Hills, California	Primary Geographic Database
Anaheim-Southeast, California	Primary Geographic Database
Anaheim-Southwest, California	Primary Geographic Database
Anahim Lake, British Columbia	Primary Geographic Database
Anchorage, Alaska	Primary Geographic Database
Anchorage-Muldoon, Alaska	Primary Geographic Database
Anchorage-Sand Lake, Alaska	Primary Geographic Database
Ancona, Italy	Primary Geographic Database
Andalusia, Alabama	Primary Geographic Database
Anderson, Indiana	Primary Geographic Database
Anderson, South Carolina	Primary Geographic Database
Anderson, Texas	Primary Geographic Database
Andover, Kansas	Primary Geographic Database

1 of 9524 areas have been selected.

Cancel

OK

Industry is not an important variable for this position, so we will accept “All Industries - Diversified.” If you needed to select a specific industry you would select the browse button and then in the *Industries* box, you would either search for the industry or browse for it.

We will not modify *Analysis Based on Revenue* since this is not a revenue sensitive job. However, we will change the salary planning date. Using *Salary Planning Date*, change the date to “July 1, 2026.”

Organization Name (Optional)

Your Organization Name

Job Title

Call Center Supervisor

Area

Anaheim, California

Industry

All Industries - Diversified

eSIC Code:

0000

NAICS:

000000

usSEC:

0000

Analysis Based on

Revenue

100,000,000

☐ Include Revenue in analysis of lower level jobs

Salary Planning Date

7/1/2026

Call Center Supervisor

All Incumbent Average: \$86,390

ERI: 5817 | eDOT: 299137012 | SOC: 411012

Salaries By Experience/Size

Salaries By Level

Compensation Type

Base Salaries

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
14	86,580	93,350	102,592	111,697	120,944
11	81,256	87,412	95,905	104,325	112,996
7	73,815	79,064	86,390	93,705	101,378
4	67,407	71,998	78,288	84,548	91,217
1	60,297	64,378	69,800	74,967	80,461

Survey Description

eDOT Description

Adjustments

Job Characteristics

Job Title: Call Center Supervisor

Alternate Titles:

The *Salaries by Experience/Size* module displays a range of base salaries. The 25th and 75th percentiles are displayed by default, but they could be changed. We also want the median salary rate, so we select **Percentiles**.

Call Center Supervisor

All Incumbent Average: \$86,390 ERI: 5817 | eDOT: 299137012 | SOC: 411012



Salaries By Experience/Size

Salaries By Level

Compensation Type

Base Salaries

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
14	86,580	93,350	102,592	111,697	120,944
11	81,256	87,412	95,905	104,325	112,996
7	73,815	79,064	86,390	93,705	101,378
4	67,407	71,998	78,288	84,548	91,217
1	60,297	64,378	69,800	74,967	80,461

In the *Modify Percentiles* box, select **Median**. You could also adjust the percentile levels to look at salaries below median market or above median market prices or set salaries for different performance levels. Press **OK** to return to the *Salaries by Experience/Size* screen.

Modify Percentiles

Default

Low Percentile	Low Percentile	Average	High Percentile	High Percentile
10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile

☐ Display in Thousands

[Cancel](#)

OK

Now, we want to see the Median base salary for a Call Center Supervisor with 8 years of experience in Anaheim, California. Select **Years of Experience**.

Call Center Supervisor

All Incumbent Median: \$85,295

ERI: 5817 | eDOT: 299137012 | SOC: 411012



Salaries By Experience/Size

Salaries By Level

Compensation Type

Base Salaries

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
14	86,580	93,350	101,336	111,697	120,944
11	81,256	87,412	94,716	104,325	112,996
7	73,815	79,064	85,295	93,705	101,378
4	67,407	71,998	77,273	84,548	91,217
1	60,297	64,378	68,870	74,967	80,461

In the *Change Years of Experience* box, delete all entries by selecting the black circle in the *Experience* row.

Change Years of Experience

Default

Show All

Add Experience

Experience	
14	
11	
7	
4	
1	

Cancel

OK

Then select **Add Experience** and enter “8” in an empty row. Press **OK**.

Change Years of Experience

Default
Show All
Add Experience

Experience

8

Cancel
OK

Back at the *Salaries By Experience/Size* module, make sure **Base Salaries** is selected so you can see the base salary at different percentiles including the median for a Call Center Supervisor with 8 years of experience in Anaheim.

Call Center Supervisor

All Incumbent Median: \$85,295 ERI: 5817 | eDOT: 299137012 | SOC: 411012

Salaries By Experience/Size		Salaries By Level			
Compensation Type Base Salaries	Pay Period Annual	Years of Experience	Percentiles		
Years of Experience	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
8	75,762	81,245	87,769	96,508	104,463

The Base Salary for the Call Center Supervisor, given the selected parameters, is as follows:

25th Percentile	Median (50th Percentile)	75th Percentile
\$81,245	\$87,769	\$96,508

To obtain data on short-term cash compensation, select **Incentive** in the drop-down menu below *Compensation Type*.

Call Center Supervisor

All Incumbent Median: \$5,681

ERI: 5817 | eDOT: 299137012 | SOC: 411012



Salaries By Experience/Size

Salaries By Level

Compensation Type

Incentive

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
8	5,130	5,501	5,943	6,535	7,074

The Incentive for the Call Center Supervisor, given the selected parameters, is as follows:

25th Percentile	Median (50th Percentile)	75th Percentile
\$5,130	\$5,943	\$6,535

To view the Total Compensation for this job, select **Total Cash** in the drop-down menu below *Compensation Type*.

Call Center Supervisor

All Incumbent Median: \$90,976

ERI: 5817 | eDOT: 299137012 | SOC: 411012



Salaries By Experience/Size

Salaries By Level

Compensation Type

Total Cash

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile
8	80,892	86,747	93,713	103,043	111,536

The Total Cash Compensation for the Call Center Supervisor, given the selected parameters, is as follows:

25th Percentile	Median (50th Percentile)	75th Percentile
\$86,747	\$93,713	\$103,043

If a company wanted to create a formal base salary range using the above information, the market median at base of \$87,769 could be rounded to \$88,000 for the midpoint. Using the most common salary range spread of 50%, the range minimum and maximum are based on the midpoint and can be calculated this way:

$$\text{Minimum} = \frac{\text{Midpoint}}{1 + (0.50/2)}$$

$$\text{Maximum} = \text{Minimum} \times 1.50$$

Call Center Supervisor – Base Salary Range Minimum, Midpoint, and Maximum

Minimum	Midpoint	Maximum
\$70,000	\$88,000	\$105,000

This ends the tutorial portion of this exercise. Please close this PDF window.